

Community Health Workers in Connecticut

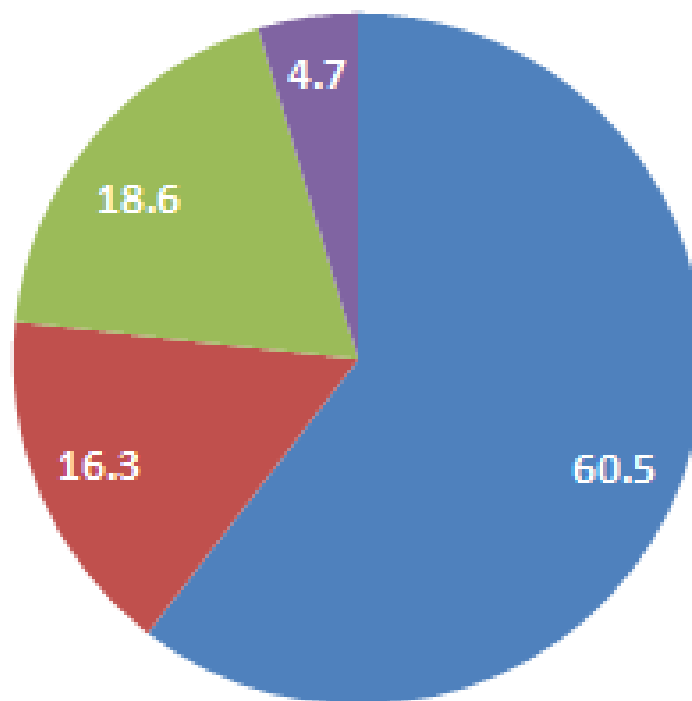
“What CHWs Say”
“What Employers Say”

Process

- Identified Data Needed
- CT-RI Public Health Training Center
 - Intern from Yale School of Public Health
- Yale Community Health Practicum students
- Two surveys, designed and implemented and analyzed
 - CHWs - 43
 - Employers - 97

Demographics of CHWs (%)

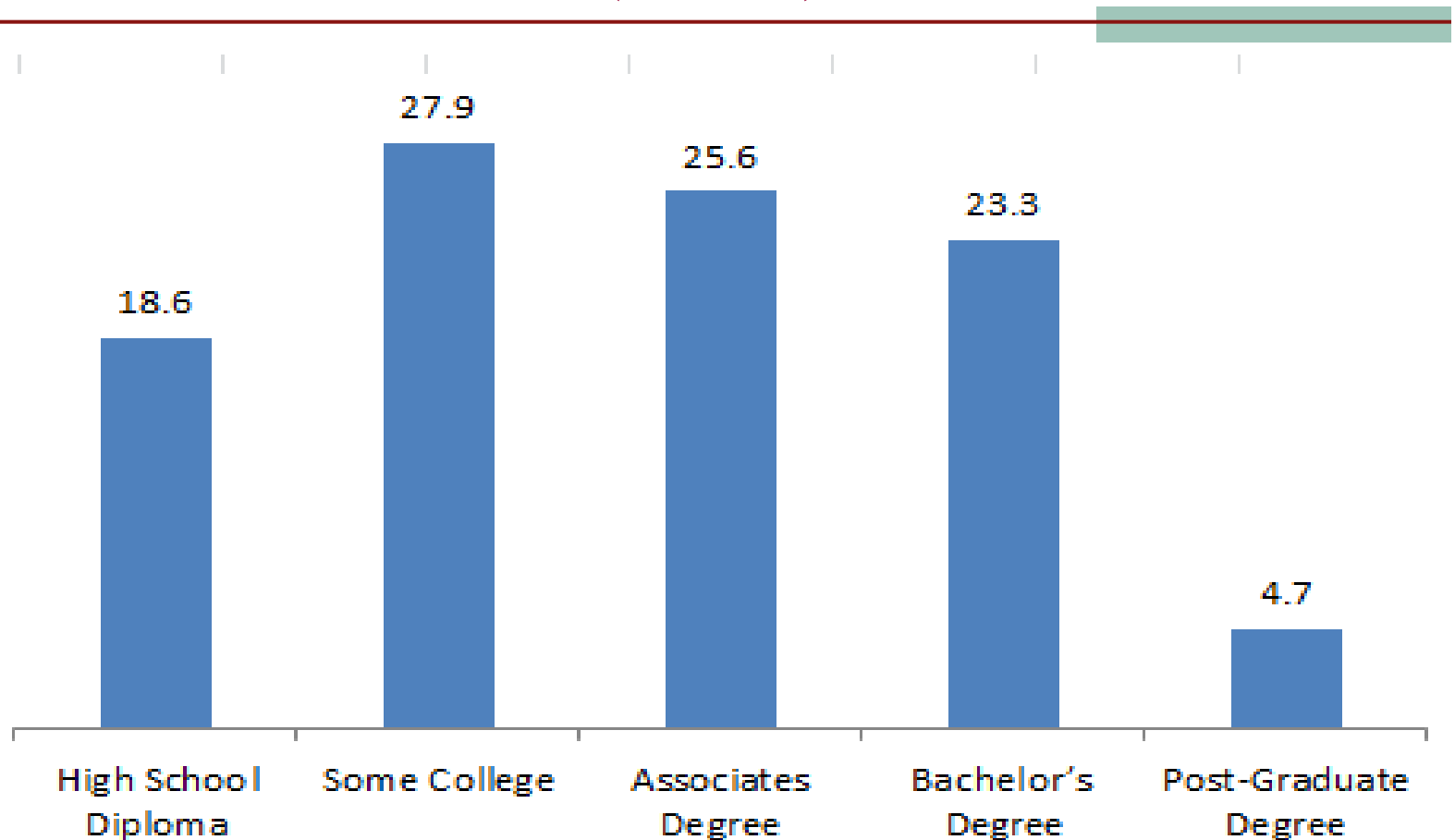
(N=43)



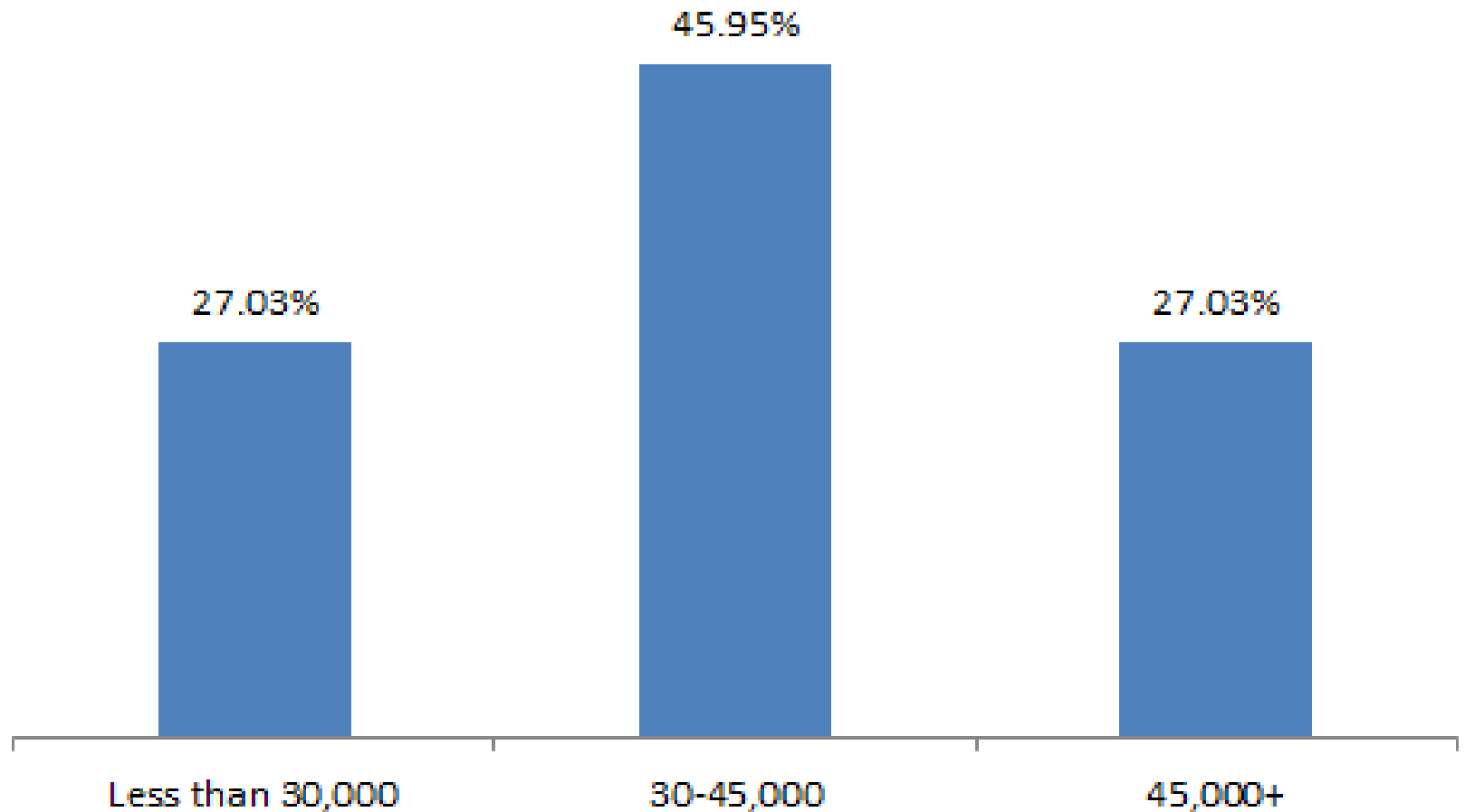
■ Hispanic ■ Non-Hispanic Black ■ Non-Hispanic White ■ American Indian

CHW Educational Attainment (%)

(N=43)



CHW Salaries, Full-Time Employees (%) (N=38)

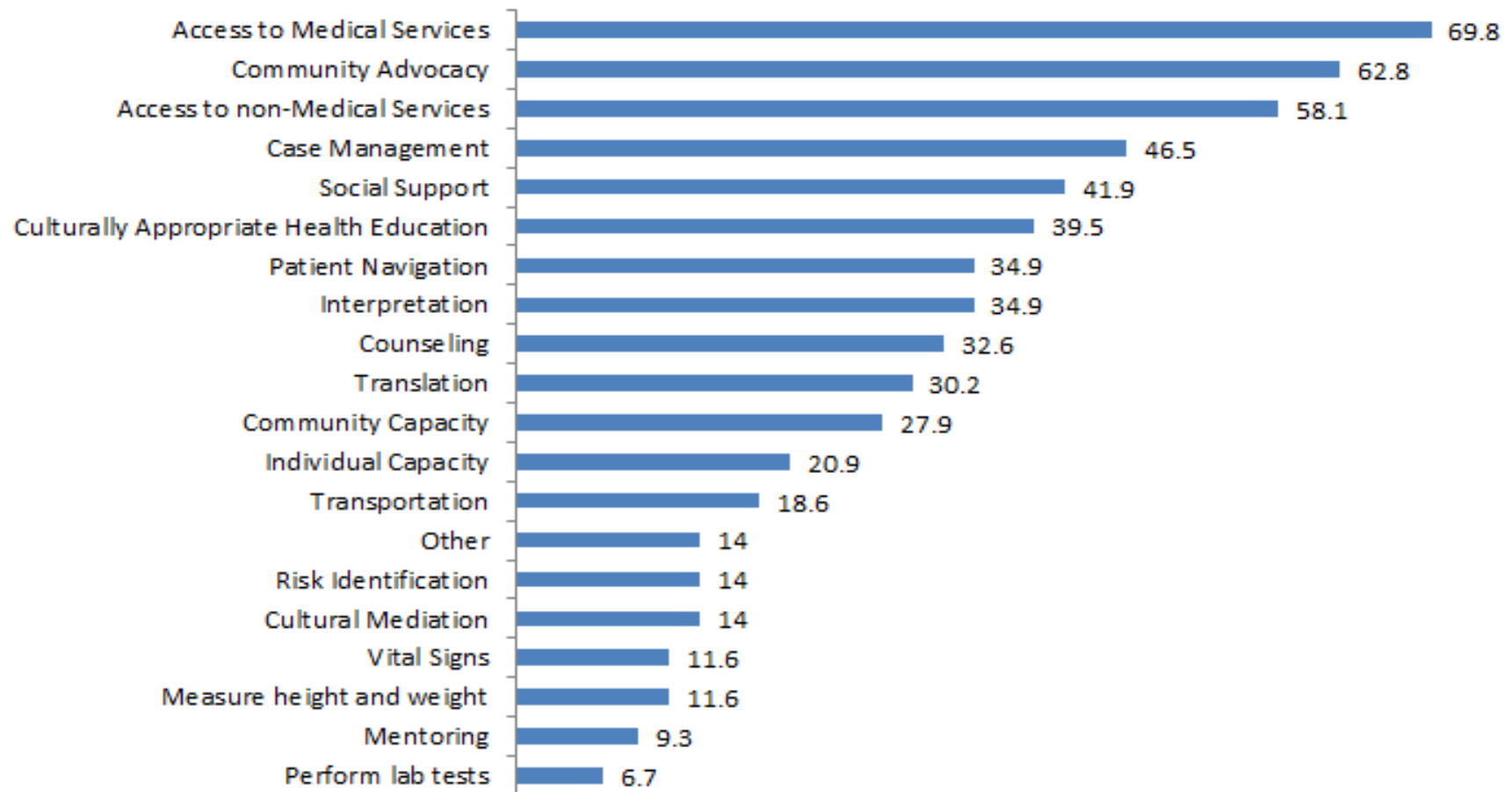


CHW Job Satisfaction & Security

(N=43)

- 92.5% are satisfied with their job ☺
- 47.5% did not feel secure in Job ☹
 - Lack of stable funding (55.8%)
 - Lack of understanding of CHW's contributions to community (46.5%)
 - Lack of training resources (41.9%)
 - Lack of standard definition of who CHW's are (37.2%)

Activities of CHWs in CT (%)



Job Titles

- Case manager
- Outreach specialist
- Community health representative
- Community care coordinator
- **Outreach worker***
- Community health educator
- Patient navigator
- **Community health worker***
- Community worker
- Promotora de salud

**represent titles that were most frequently selected by respondents*

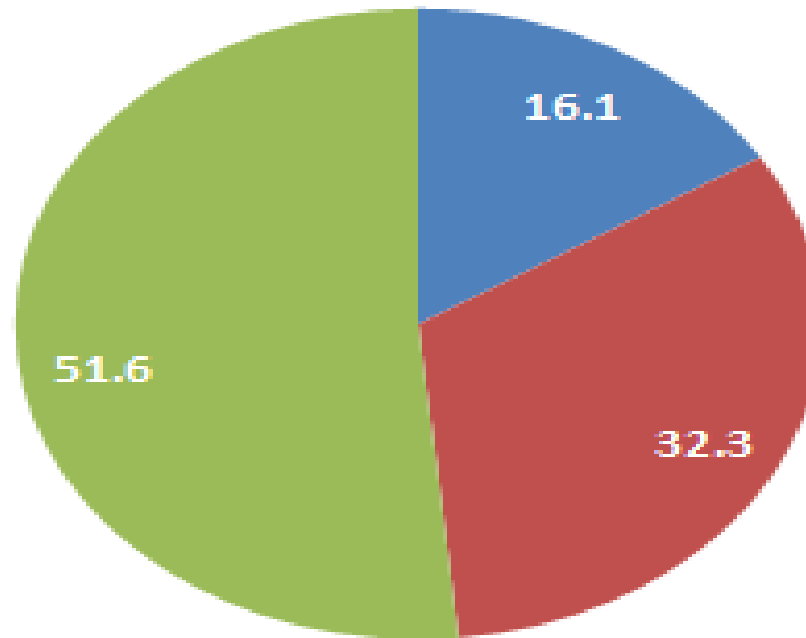
Skills Required for Employment

■ Communication	96.9%	■ Knowledge Base of Health	59.4%
■ Interpersonal	90.6%	■ Coordination	56.3%
■ Confidentiality	75%	■ Teaching	40.6%
■ Knowledge of Community	75%	■ Capacity Building	31.3%
■ Organizational	68.8%	■ Other	15.6%
■ Bilingual	65.6%	■ No Skills Required	0%
■ Advocacy	62.5%		

Training and Support

Willing to Provide Financial Assistance for CHW

Training (%)
(N=31)



■ Yes ■ No ■ Maybe

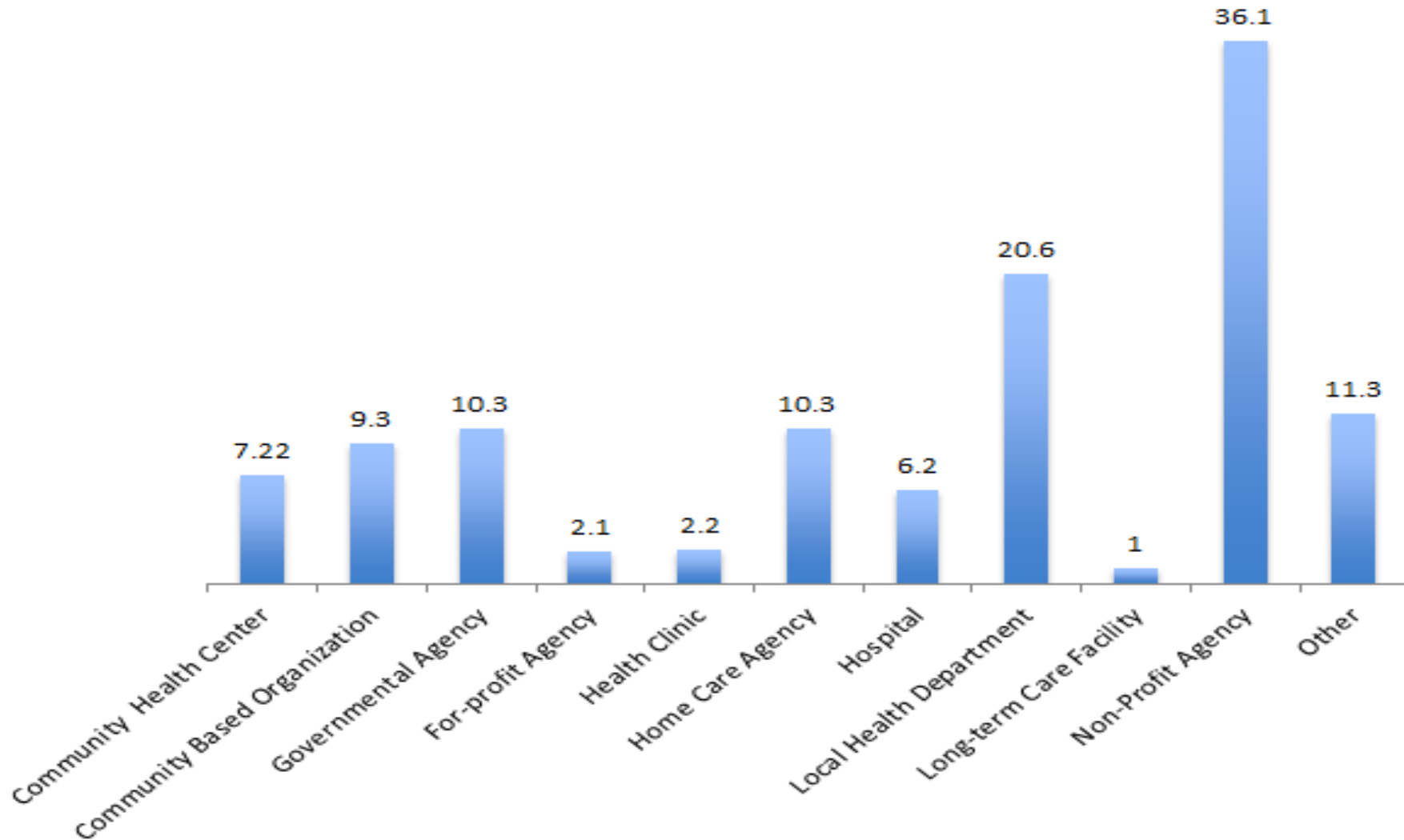
CHW's Perspective on Training

- **75% felt they were well-trained for my job as a CHW**
- **25% did not feel well-prepared**
- **All but one indicated they would benefit from more training.**

CHW's Perspective

- *“I feel there should be a standard training program in place for new CHWs and a yearly training refresher and update . . .”*

Who Employs CHWs?



Financing of CHWs

- Numerous job titles/roles serves as an obstacle for recognition as a professional workforce
- Sustainable financing for CHW positions is a nation-wide challenge
 - Many paid through grants targeting specific diseases or conditions.
- Many studies not showing ROI –
- Opportunities with Innovation Grants –
 - State Innovation Model Design Grant – CT

IN THEIR OWN WORDS

It's the best job you can have if you enjoy helping individuals regardless of their background. This position is very rewarding.

What 's Happening for CHW's in CT?

■ CHW Task Force

- Definition and Scope of Work/Roles Workgroup
- Training Workgroup
- Business Case
- Sign up sheet at Registration Desk

- Community Health Worker Association of CT
 - Born in 2013

CHWs in CT

■ OPPORTUNITIES! –

- SIM Model Design Grant
- Educating, Justifying, Data – Recognition
- Developing the Workforce
- Vision
- Innovation
- TBD

■ LET'S DO IT!

Special Thanks to:

**Brigette Davis, Jennifer Alvisurez,
Benjamin Clopper, Charles Felix, Crystal
Gibson, and Jasmin Harpe (students at
the Yale School of Public Health)**